

IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 27 – STANDARD CONTACT CENTER SERVICES

Verizon Business Services

CATALOG B

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PO Box 1810

Rancho Cordova, CA 95741

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CATEGORY 27 – Standard Contact Center Services

27.2 CONTACT CENTER SERVICES

27.2.2 Contact Center General Features

Contractor’s Description of Service:

Contact Center general services and features.

Geographic Availability:

Statewide.

State Associated Administrative Fee Charge - Services identified below with “Yes” in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer’s invoice.

Table 27.2.2.a – Contact Center General Features

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Web Call Back	CLWB0000	Web call back functionality as described.		\$-	\$32.00	Port	Yes	No	Required
2	Web and SMS Text Chat	RTTC0000	Web and SMS text chat functionality as described.		\$-	\$5.50	Agent	Yes	No	Required
3	Digital Recording	CCDR0000	Digital recording functionality as described.		\$-	\$6.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
4	Digital Recording-Storage-Gigabyte	CDRS0000	Storage for the digital recording functionality as described.		\$-	\$1.20	Gigabyte	Yes	No	Required
5	Collaborative Browsing	CLBB0000	Collaborative browsing functionality as described.		\$-	\$2.75	Agent	Yes	No	Required
6	Email Response Management (ERM)	EMRM0000	ERM functionality as described.		\$-	\$5.50	Agent	Yes	No	Required
7	Workforce Management (WFM) System	SWFM0000	WFM functionality as described.		\$-	\$15.50	Agent	Yes	No	Required
8	Automated Preview Outbound Dialing	APOB0000	Preview outbound dialing functionality as described.		\$-	\$19.00	Agent	Yes	No	Required
9	Automated Predictive Outbound Dialing	APRB0000	Predictive outbound dialing functionality as described.		\$-	\$19.00	Agent	Yes	No	Required
10	Voice Callback	VCCB0000	Voice callback functionality as described.		\$-	\$32.00	Port	Yes	No	Required
11	Quality Management	CAQM0000	Quality management functionality as described.		\$-	\$27.50	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
12	Screen Capture	SCCA0000	Screen capture functionality as described.		\$-	\$10.00	Agent	Yes	No	Required
13	Blended Agent	CBLA0000	Blended agent functionality as described.		\$-	\$82.60	Agent	Yes	No	Required
14	CCGF Workforce Management System Pro Implementation	CCWP0000		CCGF Workforce Management System Pro Service Implementation Package provides for one time set up for the CCGF Workforce Management System Pro Environment. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management System Pro Service Implementation Package also includes: <ul style="list-style-type: none"> - Business requirements session and documentation - Initial System Configuration - User acceptance testing 	\$8,475.00	\$-	Per Ordered Implementation	Yes	No	Required

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				<ul style="list-style-type: none"> - Additional web-based training included - Go live support - 2 weeks of Post Go Live Support 						
15	CCGF Workforce Management System Pro Service	CMSP0000		<p>CCGF Workforce Management System Pro Service includes the features of CCGF Workforce Management System with enhancements to smaller environments to include:</p> <ul style="list-style-type: none"> - Forecasting algorithms with discrete simulation technology to generate forecasts and staff plans that take into account exact, date-specific site and network routing rules as well as individual skills and skill levels - Forecasts can be generated up to 12 months to support any combination of service level, average speed of answer (ASA) or maximum occupancy goals 	\$-	\$18.80	Per Configured User	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> - Forecast for omnichannel media types and skills including inbound, outbound, chat, email, and social media. - Utilizes profiles that enable users to create profiles for different skills along with their configured KPIs. - Provides the flexibility to accommodate virtually any scheduling methodology - Highly configurable parameters allow managers to define work rules, activities, breaks, scheduling constraints, and the degrees of variability in a generated schedule. 						
16	CCGF Workforce Management System Advanced Implementation	CCWA0000		CCGF Workforce Management System Advanced Service Implementation Package provides for one time set up for the CCGF Workforce Management System Advanced Environment. Implementation will be defined by a statement of	\$49,410.00	\$-	Per Ordered Implementation	Yes	No	Required

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				<p>work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management System Advanced Service Implementation Package also includes:</p> <ul style="list-style-type: none"> - Integration with ACD with Initial System Configuration with Remote enablement, except where noted - 5 days public training for up to 4 customer users at the training center or Option for Training to be 5 days private training at customer's location - User acceptance testing, - Go live support, and 3 days of on-site follow up - 2 hour virtual best practices session before go live - 4 hours of virtual training on advanced practices 						

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17	CCGF Workforce Management System Advanced Service	CWMS0000		<p>CCGF Workforce Management System Advanced Service includes the features of CCGF Workforce Management System and Workforce Management Pro with enhancements to align with medium sized and above environments. This service is recommended for sophisticated WFM deployments such as Quality Management or Screen Capture or anytime the number of agents configured for Workforce Managements exceeds large environments. Advanced features include:</p> <p>Scheduling</p> <ul style="list-style-type: none"> - Service Target profiles (to the interval basis) - Occupancy/Shrinkage profiles (to the interval level) <p>Time off/PTO - Vacation bidding</p>	\$-	\$35.75	Per Configured User	Yes	No	Required

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				Agent Portal - Availability - Vacation bidding Long term planning - Capacity planning						
18	CCGF Workforce Management Data Upload	CMND0000		CCGF Workforce Management Data Upload provides a One-time historical import of contact data from 3rd party ACD for forecasting purposes. Contact data defined and imported by Verizon from customer completed Historical Contact Data Excel Workbook. Data upload effort includes; - Manager will guide customer completion of Historical Contact Data Excel Workbook. - Import up to 1 million lines of historical contact data from the provided Workbook. - Each line represents one 15 minute period of time for a specific queue (contact type).	\$2,543.00	\$-	Per 1M Records	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				- User Acceptance Testing of imported contact data.						
19	CCGF Workforce Management Workload Manager Implementation	CMNW0000		CCGF Workforce Management Workload Manager Implementation Package provides for one time set up for the Workforce Management Workload Manager. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management Workload Manager Implementation Package also includes: - Initial System Configuration - User acceptance testing - Application training included with Workforce Management training - Go live support - Remote Enablement	\$5,400.00	\$-	Per Ordered Implementation	Yes	No	Required

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20	CCGF Workforce Management Workload Manager Service	CWFM0000		<p>CCGF Workforce Management Workload Manager is an add-on to the Workforce Advanced Option. Workforce Management Workload Manager provides additional functionality to include back office transactions as well as forecasting and scheduling the resources who handle them. This service includes:</p> <ul style="list-style-type: none"> - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level. - Forecasting, scheduling, and management for all types of back office transactions such as: voicemail, email, mail, web requests, chats video calls, claim processing, order fulfillment, and work order processing. 	\$-	\$4.23	Per Configured User	Yes	No	Required

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21	CCGF Workforce Optimization Pro Implementation	CWOP0000		CCGF Workforce Optimization Pro Implementation Package provides for one time set up for the Workforce Management Workload Manager. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Optimization Pro Implementation Package also includes: <ul style="list-style-type: none"> - Initial Standard System Configuration - User acceptance testing - Go live support - 2 weeks of Post Go Live 	\$13,221.00	\$-	Per Ordered Implementation	Yes	No	Required
22	CCGF Workforce Optimization Pro Service	CWPR0000		CCGF Workforce Optimization Pro includes the features of CCGF Workforce Management System Pro Service and CCGF Quality Management Pro Service with enhancements to smaller environments. This service identifies the right	\$-	\$63.92	Per Configured User	Yes	No	Required

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				<p>agents and interactions for evaluation as well as capture feedback and share across peers and groups. Includes audio recording, encryption, as well as search and playback of recorded interactions. Provides forecasting, scheduling, and schedule adherence management as well as shift bidding and time off management.</p> <ul style="list-style-type: none"> - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month. This includes Admin users. - Key product features & components: <ul style="list-style-type: none"> - Form Designer - Evaluation - Calibration - Dispute - Coaching - Dashboards - Quality Planner 						

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				<ul style="list-style-type: none"> - Audio Recording (total or %-based) - Search - Playback - Encryption - Forecasting and Scheduling - Shift Bidding - Time Off Management - Real-time adherence dashboard - Historical adherence report <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent. Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>						
23	CCGF Quality Management Pro Implementation	CQMP0000		<p>This service is best suited for small environments.</p> <p>CCGF Quality Management Pro</p>	\$3,051.00	\$-	Per Ordered Implementation	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>Implementation Package provides for one time set up for the CCGF Quality Management Pro. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Quality Management Pro Implementation Package also includes:</p> <ul style="list-style-type: none"> - Business requirements session and documentation - Initial Standard System Configuration - User acceptance testing - Go live support - 2 weeks of Post Go Live Support <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p>						

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				Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.						
24	CCGF Quality Management Pro Service	CQSR0000		CCGF Quality Management Pro Service includes the features of CCGF Quality Management in addition to enhancements that include: - Agent self-evaluations, automated feedback and work flows in order to provide effective balance between operational requirements and agent empowerment. - Self assessments which allows as many evaluations as needed and are performed by the agent on their own interaction, using the evaluation form. - Calibrate agent scorecard forms and evaluations between	\$-	\$27.48	Per Configured User	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>agent and independent evaluators.</p> <ul style="list-style-type: none"> - Coaching Package and Plans that consists of attachments that can be sent to agents for learning purposes. - Configured Users are billed based on highest number of users set up on the platform at any one time during the month. - Allows for configuration at a team level - Number of users can be configured for less than the number of agent licenses based on configuration per agent (e.g. % of contacts being recorded). <p>This service is best suited for small environments.</p> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p>						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.						
25	CCGF Quality Management Analytics PRO Implementation	CQMA0000		CCGF Quality Management Analytics Pro Implementation Package provides for one time set up for the CCGF Quality Management Analytics Pro. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Quality Management Analytics Pro Implementation Package also includes: - 1 hour of initial standard configuration - 4 hours of custom work designing categorization tailored to the customer's specific requirements.	\$7,119.00	\$-	Per Ordered Implementation	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
26	CCGF Quality Management Analytics PRO Service	CCQP0000		<p>CCGF Quality Management Analytics Pro Service includes the features of Quality Management Pro with enhancements to Analytics features to include:</p> <ul style="list-style-type: none"> - To analyze and categorize 100% of interactions for all voice and text channels - Configured Users are billed based on the highest number of active users enabled during the month. - Key product features & components: <ul style="list-style-type: none"> - Category Manager for creating your own categories - Pre-configured Categories available - Quality Planner including advanced sampling using analytics categories - Top Categories Display based on Analytics - Search includes analytics categories 	\$-	\$24.05	Per Configured User	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> - Player tags - Form Designer/Evaluations/Calibration/ Dispute processes - Coaching and Dashboards - Audio Recording (total or %-based), Playback, Encryption - 1 GB of storage included per user <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent. Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>						
27	CCGF Quality Management Advanced Implementation	CQMD0000		CCGF Quality Management Advanced Implementation Package provides for one time set up for the CCGF Quality	\$22,950.00	\$-	Per Ordered Implementation	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>Management Advanced. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p> <p>CCGF Quality Management Advanced Implementation Package also includes:</p> <ul style="list-style-type: none"> - Project & Implementation Managers who oversee the project, business requirements, documentation - Integration with ACD and Initial System Standard Configuration with Remote enablement - 6 Quality Forms - 4 Business Analyzer Queries - 3 My Universe Pre-defined Templates - 4 customized reports - Quality Planner for a 3 days public training (up to 4 customer users) at the training center 						

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				- User acceptance testing, Go live support, and Post go live follow up						
28	CCGF Quality Management Advanced Service	CCQA0000		<p>CCGF Quality Management Advanced Service includes the features of CCGF Quality Management and Quality Management Pro in addition to enhancements that include:</p> <ul style="list-style-type: none"> - Automate evaluation to ensure consistency and improve efficiency - Select calls for evaluation based on agent performance or skill set - Listen to a specific call from within the reporting application - Report on-call evaluations <p>Modules: Evaluations & calibration, Form Designer, Call Flow Analysis (CTI), Coaching, QM Reports, My Universe, Monitor, Dashboards and Quality Planner</p>	\$-	\$47.45	Per Configured User	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>- Capture employee feedback, and share across peers/groups</p> <p>This service is best suited for medium environments (150 agents) and above seats depending on complexity.</p> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent. Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>						
29	CCGF Screen Capture Premium Advanced Implementation	CCCP0000		Screen Capture Premium Pro Implementation Package provides for one time set up for the CCGF Screen Capture Premium Pro. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.	\$8,100.00	\$-	Per Ordered Implementation	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>CCGF Screen Capture Premium Pro Implementation Package also includes:</p> <ul style="list-style-type: none"> - Business requirements session and documentation - Initial System Standard Configuration with Remote Enablement - User acceptance testing - Application training included with Quality Management training - Go live support 						
30	CCGF Screen Capture Premium Advanced Service	CSCP0000		<p>CCGF Screen Capture Premium Pro for medium and above environments. Includes the features of CCGF Screen Capture with enhancements to include:</p> <ul style="list-style-type: none"> - The screen capture recording length can be pre-set. - For screen recording, you can also configure the percentage of voice calls 	\$-	\$18.20	Per Configured User	Yes	No	Required

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				<p>that should include screen recordings.</p> <ul style="list-style-type: none"> - When selecting screen recording, you can continue screen recording for up to 10 minutes after the call ends to capture the after call-related tasks (After Call Work). - Requires CCGF Quality Management Advanced Service as a prerequisite - Number of users can be configured for less than the number of CCGF Quality Management Advanced Service users based on configuration per agent. 						

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31	CCGF Workforce Management System Echo Survey	ECWM0000		CCGF Workforce Management System Echo Survey is an enhancement to Work Force Management. It provides a tool that delivers a customer service survey immediately following a contact. It allows the customer to leave comments regarding their experience which will be made available to agents and administrators in near real time.	\$-	\$26.00	Per Completed Survey	Yes	No	Required
32	CCGF Workforce Management System Echo Survey Complete Results	CECR0000		CCGF Workforce Management System Echo Survey Complete Results is an enhancement to Work Force Management. A survey results and analysis report is provided per completed survey.	\$-	\$0.98	Per Occurrence	Yes	No	Required

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33	Network Based Contact Center (CCGF) Agent Console for Salesforce	CNCC0000		<p>Agent Console for Salesforce</p> <ul style="list-style-type: none"> - Enables intelligent contact routing so the call and caller information are delivered on a single, unified salesforce.com screen on the agent's desktop. - Integrated interface - ANI-based screen pops - Click-to-Dial (CTD) - DNIS scripts and custom screen pops - Handles voice and routing for salesforce cases - Automated call record creation in salesforce - Multi-tab/multi-browser support 	\$-	\$9.75	Per Agent	Yes	No	Required
34	CCGF Agent for Oracle Service	CAOL0000		<p>CCGF Agent for Oracle Service</p> <ul style="list-style-type: none"> - Agent plugin into the Oracle Service Cloud CRM application allowing a tight integration between the Oracle entities such as Contacts, Cases, and Tasks 	\$-	\$16.25	Per Configured User	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>and the Platform data and products</p> <ul style="list-style-type: none"> - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month - Key product features & components: <ul style="list-style-type: none"> - Full Voice Channel capabilities including Personal Connection - Work Item routing - Chat Channel support - Oracle Service Cloud data mapping from all Contacts - Agent indicators & Marquee messaging - Contact History 						
35	Archived Storage	STRA0000		<p>Archived Storage provides cost-effective long-term storage for data archiving requirements.</p> <ul style="list-style-type: none"> - Billed per GB stored - Key product features & components: <ul style="list-style-type: none"> - Lower data storage costs by eliminating the need to implement and maintain a 	\$-	\$0.21	Per GB	Yes	No	Required

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				separate storage infrastructure for long-term storage requirements - Seamless data transfer from short-term to long-term storage - Auto purge data when it is no longer needed by defining "time to Live" based on the type of data stored - Scalable cloud infrastructure - State-of-the-art data encryption technology						
36	Retrieval Storage	CRST0000		Retrieval Storage provides metadata-based search capabilities to locate and retrieve data from long-term storage. - Billed per GB stored - Key product features & components: - Comprehensive metadata search capabilities for easy retrieval - Helps to restore files into Active storage for analysis, audits and other needs	\$-	\$3.25	Per GB Per BU	Yes	No	Required

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				- Duration for which files are to be taken off Long-Term can be specified during retrieval						
37	Advanced Chat	ADCH0000		<p>Advanced Chat requires the mandatory Real Time Text Chat and layers on these additional features to include:</p> <ul style="list-style-type: none"> - Embedded content - The feature is charged a maximum of one time per month when a user requests at least (1) cobrowse code in a month - no pop-up or pop-out - provides an enhanced customer experience with customized and automated web content shown as banners, vouchers, coupons, special offers, etc., as well as customized Dialog Boxes which behave as an embedded part of the company site -Mobile APIs 	\$-	\$6.65	Per User	Yes	No	Required

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				<ul style="list-style-type: none"> - click to chat or request a callback from a mobile device - Live Help Dialog - offer a live chat or callback - Web forms and surveys - Black list fields - Visual Guidance - Integrated Softphone WebRTC Voice and Video - Requires core product Chat & Email - Those agents who use both cobrowse (where the agent requests a code) and Advanced Chat will be charged for both <p>This feature requires an agent package. Enhanced Agent does not require the Real Time Text Chat as this component is included.</p>						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
38	Enhanced Collaborative Browsing Implementation	BWCL0000		Enhanced Collaborative Browsing Implementation is tuned for the specific option(s) selected but may include system provisioning, standard configuration and user administration.	\$2,034.00	\$-	Per Ordered Implementation	Yes	No	Required
39	Enhanced Collaborative Browsing Service	BRCS0000		Enhanced Collaborative browsing is in addition to Collaborative Browsing and enables agents to cobrowse & collaborate with customers while on any channel. The agent requests a code which is communicated to the Customer, who enters the code on the company web site to initiate a cobrowse session. These enhanced features include: - The feature is charged a maximum of one time per month when a user requests at least (1) cobrowse code in a month	\$-	\$2.44	Per User	Yes	No	Required

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				<ul style="list-style-type: none"> - Dynamic contextual content share (text, docs, video, audio) - "Black list" specific fields on the site to protect sensitive data - Site Guidance – direct a customer to a new page (page push) - Visual Guidance – Highlight a part of the page to draw the customer's attention - Integrated Softphone WebRTC Voice and Video 						
40	Advanced Chat, Proactive Chat and Cobrowse Bundle Implementation	AVNC0000		Advanced Chat, Proactive Chat and Cobrowse Bundle Implementation is tuned for the specific option(s) selected but may include system provisioning, standard configuration and user administration. Advanced Chat and Proactive Chat configuration includes (2) Skills/Competency Groups.	\$2,034.00	\$-	Per Ordered Implementation	Yes	No	Required

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41	Advanced Chat, Proactive Chat and Cobrowse Bundle User Service	ACPB0000		<p>Advanced Chat, Cobrowse and Proactive Chat Bundled package requires Real Time Text Chat for the Basic Agent package. This bundle includes the additional features as follows:</p> <ul style="list-style-type: none"> - Provides advanced web analytics and a sophisticated rules engine to determine when customers are offered "Live Help". Triggers for live help can be based on time on site, browsing patterns, scoring, agent availability and more. - Key product features & components of Proactive Chat Include: <ul style="list-style-type: none"> - Pre-Deployment Web Analytics – help to analyze web visitors to identify hot maps, high value customers, and target browsing patterns 	\$-	\$8.13	Per User	Yes	No	Required

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				<ul style="list-style-type: none"> - Profiling - scoring individual visitors and their online behavior - Proactive Chat – uses the rules-based “Intelligence Engine” to selectively offer live help to visitors based on anything from business value to agent availability - Post-Deployment Web Analytics - measure and evaluate customer engagement performance post-engagement 						
42	Integrated Softphone - WebRTC	SFIR0000		<p>Integrated Softphone Web Real Time Communications (WebRTC) provides a user a Two-way voice connectivity between Agent and Contact Center platform using WebRTC protocol. It provides embedded communications as a seamless component of the Enhanced Agent application for inbound and outbound phone skills. The Integrated Softphone is fully integrated into the</p>	\$-	\$-	Per User	Yes	No	Required

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				<p>Enhanced Agent feature interface. The Enhanced Agent Integrated Softphone differs from other softphone solutions because it allows you to accept or reject call delivery in the Agent interface.</p> <p>Web RTC is not a voice service and is used in conjunction with Enhanced Agent Seat to accept calls via a soft phone in the agent screen. This service is dependent upon the customer Internet Connection and does not support emergency calling. End users must make emergency calls via their own separate wireless/wireline device using their carrier's network.</p>						
43	inView Performance Management Implementation	PRMI0000		Verizon's standard Implementation and setup of inView Performance Management to include the following:	\$8,606.25	\$-	Per Ordered Implementation	Yes	No	Required

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				<ul style="list-style-type: none"> - 3 dashboards built for director, supervisor and agent during implementation - Provisioning for supervisors and agents to access dashboard - Supporting the supervisors to enable customizing modules, dashboards, objectives, metrics, users, profiles, and security access - Two hour remote education - eLearning access and training guides 						
44	inView Performance Management Service	VPRM0000		<p>inView Performance Management Service provides additional access for supervisors and agents to dashboards:</p> <p>Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access.</p> <p>inView can provide reporting on any statistic at</p>	\$-	\$19.50	Per Configured User	Yes	No	Required

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				<p>any level of the business for any time frame. "Any Statistic" meaning not just ACD data but any data element that the business is using to track productivity and efficiency (e.g. CRM, ERP, etc.) This includes BU level all the way down to agents as well as Campaign level all the way down to POC. This reporting can be accessed remotely and is exportable with standard file format. inView can provide a variety of different "modules" or views into historical data. This includes but is not limited to charts, graphs, gauges, summaries, stack ranks, etc. Different views can be accessed with clicks of a button and custom work can be completed to conform to business needs. The historical statistics that can be reported on are as follows: Agent/Queue</p>						

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				Availability and Activity, Handled/Abandoned calls, Agent/Dialer activity. Any metric can have a threshold tied to it for alerting purposes. Not only will the dashboard and colors change for alerting but email and push notifications can be scheduled.						
45	inView Gamification	GGCN0000		<p>inView Gamification is an add-on to Inview Performance Management:</p> <p>Gamification uses a behavior-bases approach that encourages desired behaviors without supervisor involvement. It also enhances employee engagement.</p> <p>Key product features & components:</p>	\$-	\$10.40	Per User	Yes	No	Required

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				- Drive desired behaviors and increase autonomy and accountability by creating achievements, incentives, and challenges for agents to complete in order to earn coins, XP, and trophies.						
46	inView Coaching & Learning Management	CHNL0000		<p>inView Coaching and Learning Management is an add-on to inView Performance Management and includes:</p> <p>The ability to document and trigger coaching sessions, either automatically or ad-hoc, reduced supervisory burden and enables cost/benefit analysis of training efforts.</p> <p>Key product features & components:</p> <ul style="list-style-type: none"> - Setup metrics and objectives 	\$-	\$14.95	Per User	Yes	No	Required

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				- Performance based on metrics will trigger coaching sessions and trainings						
47	Personal Connection Dialer Enhanced Agent Implementation	PKAE0000		Personal Connection Dialer for Enhanced Agent Implementation includes: - Provisioning of Dialer feature - Assigned Implementation Consultant who remotely oversees the standard implementation end-to-end - 1-hour Business Requirements call that will serve as the basis for the Business Requirements Document (BRD). The Implementation Consultant will validate the configured software according to the BRD - Delivery of one custom Studio script. - Configuration of one campaign (skill) - Configuration of up to 50 Personal Connection users	\$3,442.00	\$-	Per Ordered Implementation	Yes	No	Required

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				- Training provided with a combination of eLearning and remote WebEx courses - Implementation Consultant provides remote launch support during the day of the go live.						
48	Personal Connection Dialer Enhanced Agent Service	CDEA0000		Personal Connection Dialer for Enhanced Agent includes: - Outbound dialing solution designed with patented technology that eliminates the awkward connection delay experienced by individuals targeted in predictive dialing outbound campaigns. - By eliminating the connection delay between the agent and the target party, the target party is less likely to hang up. This results in more conversations and thus improved effectiveness against the outbound campaign objectives.	\$-	\$19.50	Per Configured user	Yes	No	Required

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				<ul style="list-style-type: none"> - Enhanced Agent includes campaign-based outbound dialing which is currently delivered using Personal Connection. - Includes up to two (2) outbound-only ports. - Users are billed based on the peak number Users assigned to an active Dialer skill. - The additional two (2) ports are calculated based on the peak number of allocated dialer ports utilized during the month. Any unused Configured Ports will be billed at the Universal Port cost. 						
49	Inbound SMS Implementation	ISM10000		This one time charge is for the configuration of the customer's business unit to accept and route SMS messages to agents. As part of this implementation Verizon will configure scripting that will take the incoming SMS message and route it to the appropriately skilled agent,	\$1,750.00	\$-	Per Inbound Application	Yes	No	Required

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				which includes working with the customer to define the appropriate agent skills for SMS.						
50	Inbound SMS Application Setup	ISAS0000		This one time charge is for the procurement and initial configuration of the customers SMS application by the carrier.	\$425.00	\$-	Per Application	Yes	No	Required
51	Inbound SMS Application Platform	ISMP0000		Inbound SMS Application Platform, per Business Unit, which is a prerequisite to a short and/or long code (e.g. items below). The Inbound SMS feature is meant for patrons who wish to initiate an agent conversation via SMS. The following are the key product features and components to include: - 2,000 monthly messages included short/long code, carrier surcharges may apply. Messages do not roll over month to month. Supports sending of messages to US destinations only. Messages configured for any other	\$-	\$120.75	Per Application	Yes	No	Required

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				destination will be rejected by the carrier.						
52	SMS Short Code Implementation	SHCI0000		Short Message Service (SMS) Custom Short Code Provides premium dedicated (5 or 6 digit) service number, used in large scale mobile messaging. A custom short code is selected by the customer and must be verified for availability by the carrier. Used to initiate from and send messages to destinations in the United States only. This is a component of Inbound and/or Outbound SMS Messaging. This feature will apply for both inbound and/or outbound service.	\$3,780.00	\$-	Per Application	Yes	No	Required

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				SMS Custom Short Code Implementation provides setup and establishment of a single SMS Custom Short Code for use on a per code basis. Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.						
53	SMS Short Code Platform	SCDP0000		SMS Custom Short Code Platform has monthly charge per custom short code in use.	\$-	\$1,625.00	Per Code	Yes	No	Required
54	SMS Short Code Overage	SMGC0000		SMS Short Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include	\$-	\$0.0200	Per Message Of Overage	Yes	No	Required

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				<p>customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> - Service of sending an individual text message out from the Verizon Contact Center platform to a patron - Billed on a per message basis - Service has a customer initiated and auto response to customer opt out replies - Service of receiving an individual text message in from a patron to the Verizon Contact Center platform. 						

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55	SMS Custom Short Code Implementation	SCDI0000		SMS Custom Short Code Implementation provides setup and establishment of a single SMS Custom Short Code for use on a per code basis.	\$3,780.00	\$-	Per Application	Yes	No	Required
56	SMS Custom Short Code Platform	CUJM0000		SMS Custom Short Code Platform has monthly charge per custom short code in use.	\$-	\$2,762.38	Per Code	Yes	No	Required
57	SMS Custom Short Code Overage	SMEP0000		SMS Custom Short Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k	\$-	\$0.0200	Per Message Of Overage	Yes	No	Required

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				<p>messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> - Service of sending an individual text message out from the Verizon Contact Center platform to a patron - Billed on a per message basis - Service has a customer initiated and auto response to customer opt out replies - Service of receiving an individual text message in from a patron to the Verizon Contact Center platform. 						
58	SMS Long Code Implementation	SLCI0000		Provides dedicated, randomly assigned 10-digit telephone number that can carry limited traffic. Used to initiate from and send messages to destinations in the United States only. This is a component of Inbound and/or Outbound SMS	\$405.00	\$-	Per Application	Yes	No	Required

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				Messaging. This feature will apply for both inbound and/or outbound service. SMS Long Code Implementation provides setup and establishment of a single SMS Long Code for use on a per code basis. Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.						
59	SMS Long Code User Platform	SLCU0000		SMS Long Code User Platform monthly charge per long code in use.	\$-	\$162.50	Per Code	Yes	No	Required
60	SMS Long Code Overage	SLNC0000		SMS Long Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound	\$-	\$0.0200	Per Message Of Overage	Yes	No	Required

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				<p>messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> - Service of sending an individual text message out from the Verizon Contact Center platform to a patron - Billed on a per message basis - Service has a customer initiated and auto response to customer opt out replies - Service of receiving an individual text message in from a patron to the Verizon Contact Center platform. 						

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61	SMS Toll Free Long Code Implementation	IMSL0000		<p>Provides dedicated toll free 10-digit service number randomly assigned. Used to initiate from and send messages to destinations in the United States only. Used with Inbound SMS only. This is a component of Inbound and/or Outbound SMS Messaging. This feature will apply for both inbound and/or outbound service. SMS Toll Free Long Code Implementation provides setup and establishment of a single SMS Toll Free Long Code for use on a per code basis.</p> <p>Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.</p>	\$972.00	\$-	Per Application	Yes	No	Required

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62	SMS Toll Free Long Code Platform	STLP0000		SMS Toll Free Long Code Platform monthly charge per Toll Free long code in use.	\$-	\$162.50	Per Code	Yes	No	Required
63	SMS Toll Free Long Code Overage	LMTF0000		<p>SMS Toll Free Long Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p>	\$-	\$0.0200	Per Message of Overage	Yes	No	Required

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				<ul style="list-style-type: none"> - Service of sending an individual text message out from the Verizon Contact Center platform to a patron - Billed on a per message basis - Service has a customer initiated and auto response to customer opt out replies - Service of receiving an individual text message in from a patron to the Verizon Contact Center platform. 						
64	Outbound SMS Campaign Implementation	IMTO0000		<p>Outbound SMS is used for contact centers to configure outbound applications to send messages to customers for campaigns including promotions, appointment reminders, and other notices for a broad audience.</p> <p>Outbound SMS Requires the following Components:</p> <ul style="list-style-type: none"> - Outbound SMS Campaign Implementation 	\$1,080.00	\$-	Per Application	Yes	No	Required

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				<ul style="list-style-type: none"> - Outbound SMS Application Setup - Outbound SMS Application Platform - Outbound SMS Per Message - Code (4 available Options) Short Code (Above) Custom Short (Above) Long Code (Above) Toll Free Long (Above). <p>This one-time implementation is to add the long or short code(s) to the Verizon Contact Center system and setup a skill and message template for one campaign. Implementation includes training for supervisor or administrator on how to configure on SMS skill and message template.</p>						
65	Outbound SMS Setup	OSIU0000		A one-time charge to setup a Business Unit for Outbound SMS in the carrier's system.	\$405.00	\$-	Per Occurrence	Yes	No	Required

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66	Outbound SMS Application Platform	OTAP0000		<p>Outbound SMS Application Platform, per Business Unit, which is a prerequisite to a short and/or long code (e.g. items above). The Proactive Outbound SMS feature is meant for a Customer who wants to initiate proactive messages to their patrons without involving an agent.</p> <p>The following are the key product features and components to include:</p> <ul style="list-style-type: none"> - 10,000 monthly messages included; short/long code carrier surcharges may apply. Messages do not roll over month to month. - Supports sending of messages to United States destinations only. Messages configured for any other destination will be rejected by the carrier. 	\$-	\$520.00	Per Business Unit	Yes	No	Required

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				The following components are required to run at least one successful Outbound SMS Campaign to have at least one Personal Connection user (e.g. Enhanced Agent).						
67	Outbound SMS Message Overage	OSMG0000		Outbound SMS Message Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.	\$-	\$0.0200	Per Message of Overage	Yes	No	Required

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				<p>This service includes the following:</p> <ul style="list-style-type: none"> - Service of sending an individual text message out from the Verizon Contact Center platform to a patron - Billed on a per message basis - Service has a customer initiated and auto response to customer opt out replies - Service of receiving an individual text message in from a patron to the Verizon Contact Center platform. 						
68	Outbound Email Package for 100K or 1.5M Plan Implementation	PKNI0000		Outbound Email Campaign Implementation Outbound Email provides the customer with the ability to set up and execute campaigns to send messages to customers for reasons including promotions, appointment reminders, and other frequent notices that might need to be sent to a broad audience. This	\$1,080.00	\$-	Per Application	Yes	No	Required

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				<p>utilizes Personal Connection (PC) to send one-way email messages to contacts in an email contact list. Every Enhanced Agent contains the Personal Connection User feature. This cannot be combined into the same calling list or cadence as PC voice or SMS contacts. Email can be sent without agent involvement to a list provided by the user and merged with a template. This is a distinct service from the ability to receive and reply to emails as a support channel.</p> <p>The Outbound Email Campaign requires the following components:</p> <ul style="list-style-type: none"> - Outbound Email Campaign Implementation - Choice of a package size of either 100,000 (100K) or 1,500,000 (1.5M) messages per month 						

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				- Per message charges are assessed for overages above amount allocated in the customer's monthly plan. A one-time setup fee to build an email skill and template and configure the customer's email service information in the Verizon Contact Center system. Includes email configuration remote training for a customer administrator.						
69	Outbound Email Package 100K Plan	PYGX0000		The ability to send 100K within the monthly plan of outbound proactive agentless email messages.	\$-	\$130.00	Per 100k Plan	Yes	No	Required
70	Outbound Email Package 100K Plan Per Message Overage	OUCL0000		Overage charges apply for additional messages above the 100K plan email message plan.	\$-	\$0.01	Overage Per Message / Per Email	Yes	No	Required
71	Outbound Email Package 1.5M Plan	OJPK0000		The ability to send 1.5M within the monthly plan of outbound proactive agentless email messages.	\$-	\$812.50	Per 1.5M Plan	Yes	No	Required

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72	Outbound Email Package 1.5M Plan Per Message Overage	PKOM0000		Overage charges apply for additional messages above the 1.5M plan email message plan.	\$-	\$0.00	Overage Per Message / Per Email	Yes	No	Required
73	CCGF Virtual Agent - Implementation Small	CGIS0000		The CCGF Digital Customer Experience (CX) product suite, delivered as a Contact Center SaaS cloud-hosted solution, is comprised of several main components that can operate independently or combined to address your solution needs. End users are looking to digital channels such as websites and social media channels to get answers to their questions or perform tasks, preferring self-service models as opposed to making a phone call to a contact center. CCGF Digital CX enables organizations to deploy scalable self-service options to deflect call volumes, as well as	\$40,590.00	\$-	Per Occurrence	Yes	No	Required

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				<p>solutions to improve quality and efficiency of contact center agents to reduce call times. CCGF Digital CX is made up of the following main components including:</p> <p>CCGF Virtual Agent - A chatbot solution that can be deployed on multiple channels, enabling end user self-service using artificial intelligence to automate a conversation to answer questions and perform tasks on behalf of the organization.</p> <p>CCGF Knowledge Assist - An artificial intelligence driven knowledge management solutions enables contact center agents to locate information quickly and easily, reading from multiple data sources to compile the most relevant and up to date answers so agents can assist their customers.</p>						

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				<p>CCGF Live Agent - A live chat solution enables agents to connect directly to end users over digital channels including webchat, social messaging applications, mobile applications and Short Message Service (SMS).</p> <p>Social - A social media management solution set designed to help organizations retrieve posts made on public social media channels about their organization or other key topics and using artificial intelligence bring to the forefront the most relevant and actionable posts so digital teams can respond and manage their social media presence within a single application.</p> <p>CRM - A customer relationship management tool that enables contact centers to track customer interaction history with agents, open service</p>						

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				<p>tickets, and provides automation of data entry. CRM Quality Assurance - A CRM auditing solution that makes use of Artificial Intelligence to find common data entry errors within customer and case management platforms. Managed Services is included in within the monthly price, which offers CX expertise monitoring the use and performance of solutions, and recommending configuration adjustments to increase capabilities overtime (excluding integrations to third party systems, which would require Implementation Custom). Implementation is required to deploy each of the components (e.g. CCGF Virtual Agent, CCGF Knowledge Assist, etc.). Digital CX can be sold with other Contact Center</p>						

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				<p>services or as a standalone service.</p> <p>Implementation is required to deploy a CCGF Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform), number of supported languages the CCGF Virtual Agent will communicate in, number of channels the CCGF Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API.</p> <p>Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.</p>						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				CCGF Virtual Agent - Small Implementation includes: - Deployed on up to 3 channels - 1 supported language - Configuration of up to 20 use cases - Integration with external systems through Standard or Verizon Connectors only						
74	CCGF Virtual Agent - Implementation Medium	CGIM0000		Implementation is required to deploy a CCGF Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform, number of supported languages the CCGF Virtual Agent will communicate in, number of channels the CCGF Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of	\$81,180.00	\$-	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement. CCGF Virtual Agent - Medium Implementation includes: - Deployed on up to 5 channels - Supported on up to 3 languages - Configuration of up to 60 use cases						
75	CCGF Virtual Agent - Implementation Large	CGIL0000		Implementation is required to deploy a CCGF Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform, number of supported languages the CCGF Virtual Agent will communicate in, number of channels the CCGF Virtual Agent will be deployed on, and whether	\$169,576.00	\$-	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API.</p> <p>Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.</p> <p>CCGF Virtual Agent - Large Implementation includes:</p> <ul style="list-style-type: none"> - Deployed on up to 6 channels - Supported on up to 5 languages - Configuration of up to 90 use cases 						
76	CCGF Virtual Agent Up to 100k sessions	CFVR0000		The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceeded, a per session overage fee will be	\$-	\$12,019.15	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>applied. A session is an interaction with a unique user on a single channel. This tier includes up to 100k sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 100k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Package (small, medium, or large) Optional features, not included in this charge, that may accompany this line item include: - CCGF Virtual Agent - Third- party API Up to 100k sessions - SMS/MMS</p>						

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77	CCGF Virtual Agent Up to 500k sessions	VJKN0000		The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceeded, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 500k sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 500k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.	\$-	\$48,076.60	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Dependencies: Implementation Package (small, medium, or large) Optional features, not included in this charge, that may accompany this line item include: - Third-party API - SMS/MMS						
78	CCGF Virtual Agent Up to 1M sessions	CFGA0000		The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceeded, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 1M sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 1M sessions feature. Included in the monthly price is managed services to make ongoing configuration	\$-	\$72,114.90	Per Occurrence	Yes	No	Required

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				changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Package (small, medium, or large) Optional features, not included in this charge, that may accompany this line item include: - Third-party API - SMS/MMS						
79	CCGF Virtual Agent Overage Over 100k sessions	COVU0000		CCGF Virtual Agent Overage - Over 100k sessions is required when ordering the CCGF Virtual Agent Up to 100k sessions feature, per business unit. Any sessions occurring within the month that exceed 100k sessions will be subject to the per session overage fee.	\$-	\$0.09	Per Session	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 100k sessions						
80	CCGF Virtual Agent Overage Over 500k sessions	CLRO0000		CCGF Virtual Agent Overage - Over 500k sessions is required when ordering the CCGF Virtual Agent Up to 100k sessions feature, per business unit. Any sessions occurring within the month that exceed 500k sessions will be subject to the per session overage fee. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 500k session	\$-	\$0.07	Per Session	Yes	No	Required
81	CCGF Virtual Agent Overage Over 1M sessions	CVRG0000		CCGF Virtual Agent Overage - Over 1M sessions is required when ordering the CCGF Virtual Agent Up to 1M sessions feature, per business unit. Any sessions occurring within the month that exceed 100k sessions	\$-	\$0.06	Per Session	Yes	No	Required

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				will be subject to the per session overage fee. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 1M sessions						
82	CCGF Virtual Agent - Third-party API Up to 100k sessions	VTLC0100		An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to use third-party API as part of their CCGF Virtual Agent solution, per business unit. This may include third-party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 100k sessions CCGF Virtual Agent Overage Over 100k sessions	\$-	\$0.02	Per API request	Yes	No	Required

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83	CCGF Virtual Agent - Third-party API Up to 500k sessions	VTLC0500		An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to use third-party API as part of their CCGF Virtual Agent solution, per business unit. This may include third- party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 500k sessions CCGF Virtual Agent Overage Over 500k sessions	\$-	\$0.01	Per API request	Yes	No	Required
84	CCGF Virtual Agent - Third-party API Up to 1M sessions	TYAP0000		An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to use third-party API as part of their CCGF Virtual Agent solution, per business unit. This may include third- party AI	\$-	\$0.01	Per API request	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 1M sessions CCGF Virtual Agent Overage Over 1M sessions						
85	CCGF Knowledge Assist - Implementation Standard Fixed Priced Implementation	KNWI0000		CCGF Knowledge Assist Delivered as SaaS, cloud-hosted solution, this knowledge management solution enables agents' quick access to an organization's knowledge and data sources through a single interface as they are assisting customers. Knowledge Assist uses Artificial Intelligence to compile responses to agent inquiries from system integrations, web-crawling (reading) of internal and external websites, and	\$80,278.00	\$-	Per Implementation	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>authored content. Agents can ask questions of Knowledge Assist using natural language without having to memorize specific search terms. Reporting provides administrators with insights on what agents are searching for and alerts them of gaps in the knowledge content. Implementation is required to deploy the CCGF Knowledge Assist platform, per business unit, and consist of the following activities:</p> <ul style="list-style-type: none"> - Provision environment - Provide access credentials - Configuration and Integration services to customer systems - Training to customer administrators, content creators, and authors to pull in existing content and author new content 						

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				- Testing and User Acceptance Testing plan						
86	CCGF Knowledge Assist 1 - 250 agents	KKSI0250		Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1- 250 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:	\$-	\$181.49	Per Named Agent	Yes	No	Required

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				CCGF Knowledge Assist - Additional Languages						
87	CCGF Knowledge Assist 251-500 agents	KKSI0500		Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 251-500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:	\$-	\$174.28	Per Named Agent	Yes	No	Required

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				CCGF Knowledge Assist - Additional Languages						
88	CCGF Knowledge Assist 501-750 agents	KKSI0750		Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 501-750 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:	\$-	\$156.25	Per Named Agent	Yes	No	Required

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				CCGF Knowledge Assist - Additional Languages						
89	CCGF Knowledge Assist 751-1000 agents	KKSI1000		Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 751-1000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:	\$-	\$144.23	Per Named Agent	Yes	No	Required

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				CCGF Knowledge Assist - Additional Languages						
90	CCGF Knowledge Assist 1001-1500 agents	KKSI1500		Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1001-1500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:	\$-	\$120.19	Per Named Agent	Yes	No	Required

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				CCGF Knowledge Assist - Additional Languages						
91	CCGF Knowledge Assist 1501-2500 agents	KKSI2500		Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1501-2500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:	\$-	\$102.16	Per Named Agent	Yes	No	Required

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				CCGF Knowledge Assist - Additional Languages						
92	CCGF Knowledge Assist 2501-5000 agents	KKSI5000		Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 2501-5000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:	\$-	\$72.12	Per Named Agent	Yes	No	Required

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				CCGF Knowledge Assist - Additional Languages						
93	CCGF Knowledge Assist 5001-7500 agents	KKSI7500		Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 5001-7500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:	\$-	\$54.09	Per Named Agent	Yes	No	Required

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				CCGF Knowledge Assist - Additional Languages						
94	CCGF Knowledge Assist 7501 and up agents	KNSI7501		Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 7501 and up agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:	\$-	\$36.06	Per Named Agent	Yes	No	Required

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				CCGF Knowledge Assist - Additional Languages						
95	CCGF Knowledge Assist - Additional Language Each additional language	KNAD0000		Optionally, CCGF Knowledge Assist may be offered in additional languages for a per language per monthly fee, per business unit. CCGF Knowledge Assist is available in the following languages: English US, English UK, Spanish, French, French Canada, Portuguese, German, Italian, Dutch, Austrian, Polish, Hungarian, Greek, Chinese, and Korean. Dependencies: - Implementation - CCGF Knowledge Assist	\$-	\$924.55	Per Additional Language	Yes	No	Required
96	CCGF Live Agent - Implementation Standard Fixed Priced Implementation	LSIM0000		Delivered as SaaS, cloud-hosted solution, this live chat solution enables agents to connect directly to customers over digital channels including webchat, social messaging applications, mobile applications, and Short Message Service (SMS).	\$55,022.00	\$-	Per Implementation	Yes	No	Required

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				<p>Live agent supports textual chat communication, as well as voice and video over web real-time communications (Web RTC). It can optionally be paired with the CCGF Virtual Agent feature to serve as an escalation to a human agent to take over the interaction, while passing over full context of the CCGF Virtual Agent interaction to the human agent.</p> <p>Implementation is required to deploy the CCGF Live Agent platform, per business unit, and consist of the following activities:</p> <ul style="list-style-type: none"> - Provision environment - Provide CCGF Live Agent widget for deployment/customization by Customer on end channels - Configuration and Integration services to customer systems 						

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				<ul style="list-style-type: none"> - Configuration of routing rules - Training to customer administrators - Testing and User Acceptance Testing plan 						
97	CCGF Live Agent Per connected channel type (textual chat, voice, video)	LICH0000		<p>CCGF Live Agent is an agent interface and web real-time communications (Web RTC) connection for an end user to interact with a human agent via chat, voice, or video as further described below.</p> <p>Customers can select to connect 1, 2, or 3 channel types of textual chat, voice, or video for a per connection type monthly fee, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - Implementation - CCGF Live Agent Text Per minute actual usage (when using textual chat) - CCGF Live Agent Voice Per minute actual usage (when using voice over WebRTC) 	\$-	\$2,034.01	Per Channel Type (Text, Voice, or Video)	Yes	No	Required

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				<ul style="list-style-type: none"> - CCGF Live Agent Video Per minute actual usage (when using video over WebRTC) Optional features, not included in this charge, that may accompany this line item include: - CCGF Live Agent Co-Browse 						
98	CCGF Live Agent - Co-Browse Flat monthly	LAGF0000		<p>CCGF Live Agent Co-browse is an optional feature, and can be used with any of the CCGF Live Agent channels textual chat, voice, and video and provides the ability for a human agent to co-browse (screenshare) on website to assist end-users to navigate or perform a desired function.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - Implementation - CCGF Live Agent Per Connected Channel Type (minimum 1 channel) - CCGF Live Agent Text Per minute actual usage (when using textual chat) 	\$-	\$4,068.02	Per Business Unit	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> - CCGF Live Agent Voice Per minute actual usage (when using voice over WebRTC) - CCGF Live Agent Video Per minute actual usage (when using video over WebRTC) 						
99	CCGF Live Agent - Text Per session actual usage	LVAU0000		<p>CCGF Live Agent used for textual chat on web applications, social messaging applications, or within a mobile application will incur per session usage charge, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - Implementation - CCGF Live Agent Per Connected Channel Type (textual chat enabled) <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> - SMS/MMS 	\$-	\$0.01	Per Platform Session	Yes	No	Required
100	CCGF Live Agent - Voice Per minute actual usage	LVCP0000		CCGF Live Agent used for voice using WebRTC on web applications, social messaging applications, or within a mobile application	\$-	\$0.06	Per Platform Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				will incur per minute usage charge, per business unit. Dependencies: - Implementation - CCGF Live Agent Per Connected Channel Type (voice enabled)						
101	CCGF Live Agent - Video Per minute actual usage	LIAU0000		CCGF Live Agent used for video using WebRTC on web applications, social messaging applications, or within a mobile application will incur per minute usage charge, per business unit. Dependencies: - Implementation - CCGF Live Agent Per Connected Channel Type (video enabled)	\$-	\$0.07	Per Platform Minute	Yes	No	Required
102	CCGF Social - Implementation Standard Fixed Priced Implementation	SCFN0000		CCGF Social Intelligence provides a listening and engagement module to bring together public consumer social media posts of interest, as defined by the organization across social media channels into a single dashboard. Using natural language processing, it provides	\$58,630.00	\$-	Per Implementation	Yes	No	Required

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				<p>sentiment tracking, identifies important influencers, associates, and trending alerts to the forefront so digital teams can route and manage large CCGF Social volumes to appropriate team members and engage constituents appropriately. CCGF Social Intelligence is required when ordering from Social product suite, while CCGF Social Command Center and CCGF Social Outbound Campaigns are optional add-ons.</p> <p>CCGF Social Command Center provides real-time aggregated data analysis of social posts, as configured by the organization, to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what</p>						

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				<p>constituents feel about their organization. CCGF Social Outbound campaigns are used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Implementation is required to deploy CCGF Social Intelligence, CCGF Social Command Center, and CCGF Social Outbound Campaigns, per business unit. CCGF Social Intelligence and CCGF Social Command Center are a fixed priced standard implementation, while CCGF Social Outbound Campaigns is not included and will require a custom separate professional services engagement.</p>						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Activities involved with the CCGF Social Intelligence/CCGF Social Command Center implementation include: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems - Training to customer administrators, content creators, and authors to pull in existing content and author new content - Testing and User Acceptance Testing plan						
103	CCGF Social Intelligence up to 50K social posts	SCLN0050		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to	\$-	\$3,004.79	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>end users as needed. This tier will retrieve up to 50k public social media posts per month, per business unit.</p> <p>Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis</p>						
104	CCGF Social Intelligence up to 250K social posts	SCLN0250		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This	\$-	\$6,009.58	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>tier will retrieve up to 250k public social media posts per month, per business unit.</p> <p>Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis 						
105	CCGF Social Intelligence up to 1M social posts	SCNL0001		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1M	\$-	\$12,019.15	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				public social media posts per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis						
106	CCGF Social Intelligence up to 5M social posts	SCNL0005		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 5M public social media posts	\$-	\$18,028.73	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis						
107	CCGF Social Intelligence up to 10M social posts	SCNL0010		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 10M public social media posts	\$-	\$24,038.30	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis						
108	CCGF Social Intelligence up to 15M social posts	SCNL0015		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 15M public social media posts	\$-	\$30,047.88	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis						
109	CCGF Social Intelligence up to 20M social posts	SCNL0020		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 20M public social media posts	\$-	\$36,057.45	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis						
110	CCGF Social Intelligence up to 30M social posts	SCNL0030		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 30M public social media posts	\$-	\$45,672.77	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis						
111	CCGF Social Intelligence up to 40M social posts	SCNL0040		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 40M public social media posts	\$-	\$55,288.09	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - Social Historical Data Analysis						
112	CCGF Social Intelligence up to 50M social posts	SCNL0050		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 50M public social media posts	\$-	\$64,903.41	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - Social Historical Data Analysis						
113	CCGF Social Intelligence up to 75M social posts	SCNL0075		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 75M public social media posts	\$-	\$86,537.88	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - Social Historical Data Analysis						
114	CCGF Social Intelligence up to 1B social posts	SCNB0000		CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1B public social media posts	\$-	\$108,172.35	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis						
115	CCGF Social Command Center up to 50K social posts	CRCG0050		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the	\$-	\$3,004.79	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis 						
116	CCGF Social Command Center up to 250K social posts	CRCG0250		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance,	\$-	\$4,567.28	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis 						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
117	CCGF Social Command Center up to 1M social posts	SSCS0001		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge,	\$-	\$9,134.55	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis						
118	CCGF Social Command Center up to 5M social posts	SSCS0005		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.	\$-	\$11,418.19	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis						
119	CCGF Social Command Center up to 10M social posts	SSCS0010		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for	\$-	\$14,422.98	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis 						
120	CCGF Social Command Center up to 15M social posts	SSCS0015		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so	\$-	\$17,427.77	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis 						
121	CCGF Social Command Center up to 20M social posts	SSCS0020		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as	\$-	\$20,432.56	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis 						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
122	CCGF Social Command Center up to 30M social posts	SSCS0030		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge,	\$-	\$24,038.30	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis						
123	CCGF Social Command Center up to 40M social posts	SSCS0040		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.	\$-	\$30,047.88	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis						
124	CCGF Social Command Center up to 50M social posts	SSCS0050		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for	\$-	\$36,057.45	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis 						
125	CCGF Social Command Center up to 75M social posts	SSCS0075		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so	\$-	\$50,480.43	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis 						
126	CCGF Social Command Center up to 1B social posts	SSCC0000		CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as	\$-	\$63,701.50	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis 						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
127	CCGF Social Outbound Campaign up to 50K social posts	SNYO0050		<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: 	\$-	\$3,004.79	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				- CCGF Social Command Center - CCGF Social Historical Data Analysis						
128	CCGF Social Outbound Campaign up to 250K social posts	SNYO0250		CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence	\$-	\$4,567.28	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis						
129	CCGF Social Outbound Campaign up to 1M social posts	SOTM0001		CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies:	\$-	\$9,134.55	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis 						
130	CCGF Social Outbound Campaign up to 5M social posts	SOTM0005		CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound	\$-	\$11,418.19	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis 						
131	CCGF Social Outbound Campaign up to 10M social posts	SOTM0010		<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social</p>	\$-	\$14,422.98	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> - CCGF Social Command Center - CCGF Social Historical Data Analysis 						
132	CCGF Social Outbound Campaign up to 15M social posts	SOTM0015		CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social	\$-	\$17,427.77	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> - CCGF Social Command Center - CCGF Social Historical Data Analysis 						
133	CCGF Social Outbound Campaign up to 20M social posts	SOTM0020		CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand	\$-	\$20,432.56	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis 						
134	CCGF Social Outbound Campaign up to 30M social posts	SOTM0030		CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across	\$-	\$24,038.30	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> - CCGF Social Command Center - CCGF Social Historical Data Analysis 						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
135	CCGF Social Outbound Campaign up to 40M social posts	SOTM0040		<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: 	\$-	\$30,047.88	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				- CCGF Social Command Center - CCGF Social Historical Data Analysis						
136	CCGF Social Outbound Campaign up to 50M social posts	SOTM0050		CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence	\$-	\$36,057.45	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis						
137	CCGF Social Outbound Campaign up to 75M social posts	SOTM0075		CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies:	\$-	\$50,480.43	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: <ul style="list-style-type: none"> - CCGF Social Command Center - CCGF Social Historical Data Analysis 						
138	CCGF Social Outbound Campaign up to 1B social posts	SOTB0001		<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound</p>	\$-	\$63,701.50	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis 						
139	CCGF Social Intelligence - Historical Data Analysis up to 1M social posts mined	CLHM0001		<p>An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> - CCGF Social Intelligence Implementation - CCGF Social Intelligence - CCGF Social Command Center 	\$6,765.00	\$-	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
140	CCGF Social Intelligence - Historical Data Analysis up to 5M social posts mined	CLHM0002		An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence - CCGF Social Command Center	\$13,530.00	\$-	Per Occurrence	Yes	No	Required
141	CCGF Social Intelligence - Historical Data Analysis up to 10M social posts mined	CLHM0003		An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence - CCGF Social Command Center	\$28,187.50	\$-	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
142	CCGF Social Intelligence - Historical Data Analysis greater than 10M social posts mined	CLHM0004		An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence	\$45,100.00	\$-	Per Occurrence	Yes	No	Required
143	CCGF Connector - Implementation Standard Fixed Priced Implementation	CSJF0000		CCGF Connectors Provides a standard integration between the CCGF Digital CX features and third party or Verizon products and are charged by number of agents making use of the connector in any given month. Implementation is required if the connector will make use of voice or video via Integrated Softphone WebRTC. Implementation for connectors are required if the connector will make use of the voice or video via Integrated Softphone	\$40,590.00	\$-	Per Implementation	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>WebRTC and will involve the following activities:</p> <ul style="list-style-type: none"> - Apply the connector integration between CCGF Digital CX and third party or Verizon products - Provide widget for deployment/customization by Customer on end channels - Testing and User Acceptance Testing plan 						
144	CCGF Standard Connectors Per Agent connected actual usage	CLSA0000		<p>Connectors provide a software integration between the CCGF Digital CX product features and 3rd party applications, as available.</p> <p>Dependencies: One of the following - CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CRM Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities</p>	\$-	\$23.11	Per Agent using the Connector	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				The feature is charged a maximum of one time per month when a user requests at least (1) CCGF Standard Connectors in a month						
145	CCGF VZ Connectors Per Agent connected actual usage	CPVA0000		Connectors provide a software integration between the CCGF Digital CX product features and the following Verizon product offerings: - Virtual Contact Center (VCC) Dependencies: One of the following - CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CRM Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities	\$-	\$9.25	Per Agent	Yes	No	Required
146	CCGF Connector - Voice Per minute actual usage	CCVC0000		Optional, voice over Integrated Softphone WebRTC can be used to facilitate voice communication between	\$-	\$0.06	Per Platform Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				agents and end users for a per minute usage charge. Dependencies: - One of the following: CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CCGF CRM - Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities - Standard or Verizon Connector Per Agent						
147	CCGF Connector - Video Per minute actual usage	CCNV0000		Optional, video over Integrated Softphone WebRTC can be used to facilitate video communication between agents and end users for a per minute usage charge. Dependencies: - One of the following: CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CCGF CRM - Implementation if making use of voice/video via	\$-	\$0.08	Per Platform Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Integrated Softphone WebRTC capabilities - Standard or Verizon Connector Per Agent						
148	CCGF SMS - Implementation Per Code	CSMI0000		CCGF Short Message Service (SMS)/CCGF Multimedia Message Service (MMS) SMS and MMS can optionally be used with the Virtual Agent, Live Agent, and/or Connector solutions to facilitate communication with end users over the SMS/MMS channel. A per SMS/MMS code implementation fee is required unless the Customer brings their own SMS/MMS code from a third party provider. Usage and operating charges apply as described in this section. This service is only available within the United States.	\$2,255.00	\$-	Per SMS Code	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Implementation for SMS/MMS is required if Verizon provides the SMS code for the customer and charged as a per SMS code.						
149	CCGF SMS - US-based Per SMS	CCGS0000		Short Message Service (SMS) is only available within the United States, and charges a per SMS message inbound and outbound usage fee. End users may experience additional SMS charges separately by their cell phone provider. Dependencies: - CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector - If Verizon provided SMS code, Implementation - SMS Operating Charge	\$-	\$0.01	Per SMS	Yes	No	Required
150	CCGF MMS - US-based Per MMS	CCGM0000		Multimedia Message Service (MMS) is only available within the United States, and charges a per MMS message inbound and outbound usage fee. End users may experience	\$-	\$0.01	Per MMS	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				additional MMS charges separately by their cell phone provider. Dependencies: - CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector - SMS - US-based - If Verizon provided SMS code, Implementation - MMS Operating Charge						
151	CCGF SMS/MMS Operating Charge Per SMS or MMS	CSMO0000		A per SMS/MMS Operating Charge will apply for each inbound and outbound SMS/MMS Dependencies: - CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector - If Verizon provided SMS code, Implementation - SMS US-based	\$-	\$0.01	Per SMS/MMS	Yes	No	Required
152	CCGF CRM - Implementation Standard Fixed Priced Implementation	CCRI0000		CCGF CRM CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the	\$89,298.00	\$-	Per Implementation	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				customer, interaction history, helps guide agent actions, and provides automation and simplification of common tasks and data entry. Implementation is required to deploy CRM, per business unit. Activities involved with the CRM implementation include: <ul style="list-style-type: none"> - Provision environment - Provide access credentials - Configuration and Integration services to customer systems - Training to customer administrators - Testing and User Acceptance Testing plan 						
153	CCGF CRM 1 - 250 agents	CCGC0001		CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and	\$-	\$176.77	Per Named Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit.</p> <p>Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> - Data Center Geographic Redundancy - CRM Quality Assurance 						
154	CCGF CRM 251 - 500 agents	CCGC0002		<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be</p>	\$-	\$170.88	Per Named Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>priced per named agent, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> - Data Center Geographic Redundancy - CRM Quality Assurance 						
155	CCGF CRM 501 - 750 agents	CCGC0003		<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit.</p> <p>Dependencies: Implementation</p>	\$-	\$164.98	Per Named Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance						
156	CCGF CRM 751 and up agents	CCGC0004		CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:	\$-	\$159.09	Per Named Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				- Data Center Geographic Redundancy - CRM Quality Assurance						
157	CCGF CRM - Data Center Geographic Redundancy 1 - 250 agents	CCGR0001		An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit. Dependencies: - CRM Implementation - CRM	\$-	\$217.56	Per Named Agent	Yes	No	Required
158	CCGF CRM - Data Center Geographic Redundancy 251 -500 agents	CCGR0002		An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM. Dependencies:	\$-	\$210.31	Per Named Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				- CRM Implementation - CRM						
159	CCGF CRM - Data Center Geographic Redundancy 501 - 750 agents	CCGR0003		An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit. Dependencies: - CRM Implementation - CRM	\$-	\$203.06	Per Named Agent	Yes	No	Required
160	CCGF CRM - Data Center Geographic Redundancy 751 and up agents	CCGR0004		An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit. Dependencies:	\$-	\$195.80	Per Named Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				- CRM Implementation - CRM						
161	CCGF CRM Quality Assurance - Implementation	CAYC0000		CCGF CRM Quality Assurance CRM Quality Assurance automates the auditing of CRM case data to help contact center teams generate clean, accurate customer data. It uses AI to identify and help address systemic issues such as training weaknesses and under-performing agents, and integrates with the leading CRM solutions. Implementation is required to deploy CRM Quality Assurance, per business unit. Activities involved with the CRM Quality Assurance implementation include: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems including CRM	\$19,844.00	\$-	Per Implementation	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				- Training to customer administrators - Testing and User Acceptance Testing plan						
162	CCGF CRM Quality Assurance - Up to 1 - 10,000 cases per month	CYQA0001		The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation	\$-	\$2,356.93	Per Occurrence	Yes	No	Required
163	CCGF CRM Quality Assurance - Up to 10,000 - 49,999 cases per month	CYQA0002		The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation	\$-	\$4,713.85	Per Occurrence	Yes	No	Required
164	CCGF CRM Quality Assurance - Up to 50,000 - 99,999 cases per month	CYQA0003		The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data	\$-	\$7,070.78	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation						
165	CCGF CRM Quality Assurance - Up to 100,000 - 149,999 cases per month	CYQA0004		The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation	\$-	\$9,427.70	Per Occurrence	Yes	No	Required
166	CCGF CRM Quality Assurance - Up to 150,000 - 199,999 cases per month	CYQA0005		The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation	\$-	\$11,784.63	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
167	CCGF CRM Quality Assurance - Up to 200,000 cases and up per month	CYQA0006		The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation	\$-	\$14,141.56	Per Occurrence	Yes	No	Required

27.2.3 Automatic Call Distributor (ACD)

27.2.3.7 ACD Packages

27.2.3.7.1 ACD Basic Agent Package

Contractor's Description of Service:

Automatic Call Distributor (ACD) Basic Agent Package features.

Geographic Availability:

Statewide.

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.3.7.1.a – ACD Basic Agent Package Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Agent Package - Agent	AGNB0000	Basic Agent Software package as described.		\$15.00	\$85.00	Agent	Yes	No	Required
2	Universal Capacity Queue Port	UCPR0000		Universal Capacity Queue Port is an enhancement to the agent port queue, which is included with the base agent. Universal Capacity Queue Port provides additional blended queue capacity if required for inbound call queues.	\$-	\$ 45.10	Queue Port	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> • Baseline universal capacity queue port capacity is determined on Agents in conversation state. One queue port is available for each agent in active conversation state. • Baseline universal capacity queue port capacity provides a queue depth equal to one. ACD universal capacity queue port capacity allows customer to augment capacity greater than baseline queue port capacity.						
3	Enhanced Agent	AGNP0000		Enhanced Agent includes: <ul style="list-style-type: none"> • 1 ACD Agent • 1 Campaign Dialer Agent • 1 Universal Port – Used for IVR, voice, but does not affect chat or email • 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more. • Supervisor reporting • IVR programming toolset • CTI & Database Connectivity (Standard, Encrypted, VPN, FTP, Web Service, and HTML Connector) 	\$ 15.00	\$ 84.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> Integrated Softphone - WebRTC Calling is an add on feature to the Enhanced Agent. Please see WebRTC no charge product identifier SFIR0000. 						
4	Port Capacity	CPCY0000		<p>Port Capacity is a single port provided to the ACD application for IVR and IVR self- service interactions.</p> <ul style="list-style-type: none"> Baseline port capacity is determined on confirmed agents plus configured supervisor. Port consumption includes <ul style="list-style-type: none"> - Callers in active communication with IVR and IVR Self-Service Applications. - Calls receiving IVR prompts - Contacts leaving voice messages or receiving automated messages via IVR or Self-Service Applications. NBACD port capacity allows customer to augment capacity greater than baseline port capacity. 	\$-	\$ 55.35	Port	Yes	No	Required
5	Queue Status	QSTA0000		Implementation with Queue Status with Basic agent and when Universal Capacity Queue Port thresholds are exceeded.	\$600.00	\$-	Agent	Yes	No	Required

27.2.3.7.2 ACD Basic Supervisor's Package

Contractor's Description of Service:

Automatic Call Distributor (ACD) Supervisor's Package features.

Geographic Availability:

Statewide.

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.3.7.2.a – ACD Supervisor's Package

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Supervisor's Package- Agent	ASVA0000	Basic Supervisor's Package Software as described.		\$15.00	\$50.00	Supervisor	Yes	No	Required
2	Additional Supervisor Positions	ASAD0000	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)		\$15.00	\$50.00	Supervisor	Yes	No	Required

27.2.3.7.3. ACD System Administrator Software Package

Contractor’s Description of Service:

ACD System Administrator Software Package services and features.

Geographic Availability:

Statewide.

State Associated Administrative Fee Charge - Services identified below with “Yes” in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer’s invoice.

Table 27.2.3.7.3.a – ACD System Administrator Software Package

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic System Administrator’s Package	ADBA0000	Basic Administrator’s Package Software as described.		\$-	\$-	Package	Yes	No	Required

27.2.4 Interactive Voice Response Solution

27.2.4.5 IVR Services and Features

Contractor's Description of Service:

Interactive Voice Response (IVR) services and features.

Geographic Availability:

Statewide.

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.4.5.a – IVR Services and Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	IVR Usage	IUSG0000	Usage charge associated with the IVR solution.		\$0.0270	N/A	Minute	Yes	No	Required
2	IVR Usage-Speech Recognition	IUSR0000	Usage charge associated with the IVR solution with speech recognition input.		\$0.0700	N/A	Minute	Yes	No	Required
3	Callback Services	BKSU0000		Callback for Hosted Intelligent Contact Virtual	\$-	\$9,236.28	Per Application	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>Queuing Application is an optional feature available for customer with NBIVR HICR. NBIVR Hosted Intelligent Contact Virtual Queuing is advanced routing capability used in conjunction with "NBIVR IP Hosted Intelligent Contact Routing (HICR)-A." NBIVR IP Hosted Intelligent Contact virtual queuing provides support for HICR network based Genesys, and premise Avaya solutions. NBIVR IP Hosted Intelligent Contact virtual queuing offers the capability to provide ASAP and scheduled virtual queuing. Additionally, NBIVR IP Hosted Intelligent Contact virtual queuing offers a Web-based user interface provides real-time dashboards, and a rich set of historical reports and analytics for measuring system performance and the customer experience. Here are a few of the reports that</p>						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>are included with VHT Callback:</p> <ul style="list-style-type: none"> • Executive Summary • Take Rate by EWT • Successful Reconnect Attempts • Punctuality • Return Call Results • Return Call Hold Time • Saved Minutes • Max Try-Again Detail • Return Call Detail • Return Call Phone Numbers • Unsuccessful Return Calls by Area Code 						
4	Menu Routing	RKAE0000		Menu Routing is an enhancement to allow the caller defined routing based on menu choice. Charged on a per call basis.	\$0.024	\$-	Per Call	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
5	Message Announce	GRZG0000		Menu Routing Message Announce is a custom enhancement that can be evoked by the customer during high utilization or to redirect traffic. This allows the caller to hear a pre-recorded announcement prior to, during or after the call is routed. Charged on a per call basis.	\$0.01	\$-	Per Call	Yes	No	Required
6	Announce Connect	ACNI0000		Sometimes referred to as "whisper," Announce Connect provides a customized message to the called party before the caller is connected. Charged on a per call basis. This is a feature of HICR platform.	\$0.01	\$-	Per Call	Yes	No	Required
7	Busy/No Answer Rerouting	YWNA0000		If a call reaches a busy signal or is not answered within a specified number of rings, BNAR automatically reroutes the call to a pre-specified alternate location or to a recording. Charged on a per call basis.	\$0.01	\$-	Per Call	Yes	No	Required
8	Take Back/SIP Refer Transfer	TKIY0000		Take Back/SIP Refer Transfer allows the called party to	\$0.01	\$-	Per Transaction	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>transfer a call to another location</p> <ul style="list-style-type: none"> • Take Back and Transfer (TnT) is an Enhanced Call Routing (ECR) feature that is ordered with the application. • TnT can be invoked either by a person or by a VRU. • Transfers are done with speed dialed numbers in a TnT database. The agent or Voice Response Unit (VRU) enters "*" and predetermined digits. The database is part of TnT with no additional charge. • DTMF can be transferred along with the call. • Charged on a per transaction basis. 						
9	Caller Take Back	CKTI0000		<p>Caller Take Back allows a caller to return to the ECR menu to make additional call routing selections, or to access "hidden" menus not available during the initial selection process. Either the answering agent (GiveBack) or the caller (TakeBack)</p>	\$0.02	\$-	Per Transaction	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				enters predefined digits (*plus one or two digits) and the caller is returned to the menu. Charged on a per transaction basis.						
10	Remote Audio Update	UHGM0000		Remote Audio Update is an enhancement that allows customers to make real-time (within 15 minutes) updates to their audio messages that callers hear. Using their assigned ID number and password, customers can dial into their application message and modify or review it.	\$-	\$76.88	Per Month	Yes	No	Required
11	Call Router Reports	CQKR0000		Call Router Reports per Package enhancement provides for call Router Reports include Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.	\$-	\$576.56	Per Application	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
12	Database Lookups	DUOL0000		Database Lookups enhancement provides for additional Database Lookups that is available with the Network Based IVR service.	\$0.04	\$-	Per Transaction	Yes	No	Required
13	Standard Database Routing	EUFY0000		Standard Database Routing enhancement enables calls to be routed automatically to the appropriate destination. Data fields contain information for use by the call processing application. Examples of data fields are DNIS out dial telephone number, message number, and password. Charged on a per call basis.	\$0.04	\$-	Per Call	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
14	Network Database Routing	DEBN0000		Network Database Routing is similar to Standard Database Routing, but can handle more complex databases. Network Database Routing provides customers with the ability to make real-time updates to their own database records. Using a touchtone phone, customers can add, delete or change application database records such as personal identification numbers, account numbers or zip codes for near real-time changes. Charged on a per call basis.	\$0.04	\$-	Per Call	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
15	Quota Routing	NQOR0000		Quota Routing enhancement provides the customer the ability to self-service manage the number of calls processed within a specified timeframe. Once the maximum number is reached, calls are either re-routed to another specified call center location or a call treatment message or busy signal is given as predetermined by the customer. This service provides for enhanced control over call routing strategies and provides the ability to provide call blocking thresholds when necessary.	\$37.50	\$38.44	Per Number	Yes	No	Required
16	Custom Intelligent Workload Distribution	LYOM0000		Custom Intelligent Workload Distribution optimizes the work streams that support your customers. By prioritizing, assigning and monitoring tasks based on business rules and employee skills, it helps you meet customer deadlines while improving efficiency	\$-	\$24.55	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> • Captures 'tasks' from multiple work sources, like workflow, claims or mortgage origination systems • Out-of-the-box adapters for quick integration Adapters are bi-directional • Define Business SLAs using business rules Intuitive user interface • Automatically monitors tasks against SLAs and adjusts to ensure SLA Adherence • Leverages the resource/skill awareness in Genesys Proactive assignment to right resource (push or pull) • Manage across physical or logical locations – front-office, back-office, home agent, outsourcing partners • Skills and proficiencies of back office team members • Performance of individuals, groups and teams • Task backlog for workforce planning 						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> • Provides valuable insights into business performance • Statistics can be used in Genesys CCPulse+, or existing 3rd party BI tools • Compare against KPIs defined by business users 						
17	Advance Integration Connector	ABNT0000		<p>Advance Integration Connector Enables the following types of advanced application:</p> <ul style="list-style-type: none"> • An advanced agent desktop application which has agent-based interaction processing capabilities plus statistics and configuration capabilities associated with the agent and resources (queues, agent groups, etc.) he/she is associated with. • Any type of Contact Center Supervisor or manager desktop application. This application can have the following capabilities: <ul style="list-style-type: none"> - Resource (agent, queues) management and definition - Resource monitoring (real-time) 	\$-	\$2.91	Per Occurrence	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> - Routing Strategy tuning - Outbound campaign management • A customer/partner application which needs to access or modify (at the desktop) configuration data with the Genesys platform. 						
18	Direct Data Connect (DDC) Implementation	SRDC0000		<p>Direct Data Connect (DDC) Implementation provides a set up for DDC Service. Implementation includes the following:</p> <ul style="list-style-type: none"> - End user is required to provide their own license to MS Excel 2010 or greater. - Verizon will provide instructions and support for establishing the Direct Data Access connection form MS Excel 	\$2,100.00	\$-	Per Ordered Implementation	Yes	No	Required
19	Direct Data Connect (DDC) Service	SVDC0000		<p>Direct Data Connect (DDC) Service is an enhancement to current agent reporting package, queue and call activity reporting. The enhancement is a direct feed and access into Microsoft Excel (minimum Excel 2010) to allow users</p>	\$-	\$717.50	Per Business Unit	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>conversant with Excel to create their own reports by directly accessing the contact center database. Provides direct access to all contact center data through a secure connection. Create, save and distribute a virtually unlimited number of historical reports. Reporting data is updated in 15 minute intervals to ensure access to the most recent information. Leverage industry standard tools and user knowledge to flexibly create tabular and graphical historical reports.</p>						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Provides a client with a secure connection from Microsoft Excel directly to the data model for reporting and analytics using their existing Virtual Contact Center user credentials. End user is required to provide their own license to MS Excel 2010 or greater. Verizon does not provide support on Excel. Customer must have an internet connection to get this service through the Verizon Web Portal.						
20	Omnichannel Analytics Implementation	OFMT0000		<p>Omnichannel Analytics Implementation for Omnichannel Analytics Service includes:</p> <ul style="list-style-type: none"> • Remote Build Requirements Session to plan out users, tags, and review initial standard phrases • Billed as a one time (non-recurring) charge • Implementation includes: <ul style="list-style-type: none"> - Initial configuration of users, tags, and standard phrases - 2 hours eLearning 	\$7,500.00	\$-	Per Ordered Implementation	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> - 2 hours remote training to create users, tags, and custom phrases - 1 hour follow up Q&A post go live 						
21	Omnichannel Analytics Service	OCHS0000		<p>Omnichannel Analytics Service provides a robust speech analytics tool that allows users to search recorded calls for keywords and phrases, provides sentiment analysis, trending, and word clouds</p> <ul style="list-style-type: none"> • Configured Users are billed based on the highest number of users configured to dynamic address books at any one time during the month. • Key product features & components include: <ul style="list-style-type: none"> • Call recording, call playback, and call searching • Call tagging • Custom queries • Sentiment analysis and trend analysis 	\$-	\$36.00	Per Configured User	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
22	HICR Routing Services	HRSV0000		Hosted Intelligent Contact Routing (HICR) is a comprehensive, managed, network- routing solution that intelligently routes multimedia transactions, such as voice, e-mail, chat, and web collaboration for contact centers. Hosted ICR is based on software from Genesys Telecommunications Laboratories. Hosted ICR employs user-defined business rules, caller characteristics, data requested and provided by the caller, and data retrieved from contact center host computers (HostConnect) within the network. This enhanced functionality is provided by IP HICR IVR Routing to customize call routing capabilities.	\$-	\$60.82	Per Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
23	HICR Enhanced Automatic Speech Recognition ASR	HASR0000		<p>HICR (Hosted Intelligent Contact Routing) Automatic Speech Recognition (ASR) platform provides a rich feature capability and functionality that incorporates all of the normal IVR capabilities and makes them available via speech activation/recognition.</p> <ul style="list-style-type: none"> • Speech recognition includes advanced capabilities including Natural Language. • Speech enabled IVRs have the ability for caller input to be recognized at any point in the menu process. This allows for pre-selection of the option, rather than waiting for all options to be read before being allowed to make a response. 	\$0.06	\$-	Per Minute	Yes	No	Required
24	HICR Advanced Activation - Basic Self Service IVR	HBAC0000		HICR Advanced Activation - Basic Self Service IVR is an enhancement that provides for IVR integration to customer hosted databases:	\$3,900.00	\$-	Per Activation	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<ul style="list-style-type: none"> • Adds data lookup to one internal hosted database table • Up to 3 database "calls" (lookup only) 						
25	HICR Advanced Activation Self Service IVR Premium	HACS0000		<p>HICR Advanced Activation Self Service IVR Premium provides for additional IVR integrations to customer databases:</p> <ul style="list-style-type: none"> • Adds data lookup to one internal hosted database table • Up to 3 database "calls" (lookup only) • Adds integration to one external CRM/database • Up to 3 database/Web Service "calls" 	\$10,500.00	\$-	Per Activation	Yes	No	Required
26	HICR Advanced Screen POP/Call Routing/ Named Agent	HACP0000		<p>HICR Advanced Screen POP/Call Routing/ Named Agent is an enhancement to the HICR Routing Capabilities capacity to provide CRM Driven Screen Pop/Call Routing or Named Agent Routing:</p> <ul style="list-style-type: none"> • Adds integration to one CRM solution to support a 	\$6,500.00	\$-	Per Activation	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				screen-pop or custom call routing <ul style="list-style-type: none"> • Up to 3 web service "calls" (lookup only) For Named Agent adds: <ul style="list-style-type: none"> • Enable routing to a named "Account Manager" type agents, backup agent or queue • Integrate with a CRM to identify the Account Manager, not all external CRM solutions supported. 						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
27	HICR IVR with Standard Applications	HCRA0000		HICR Interactive Voice Response (IVR) Systems uses a human voice to present menu options to the caller. The caller can select an option using DTMF or the keypad on the telephone. Additional options include the deployment of self service or speech automated systems. Includes customized call flows and automated voice menus that gather call routing information and customer IDs and deliver pre-recorded announcements - instantly and without programming.	\$1,000.00	\$192.00	Per Application	Yes	No	Required
28	HICR IVR with Standard Application Usage	HSTA0000		HICR IVR with Standard Application Usage is an enhancement to IVR services and are Usage Based/MOU services.	\$0.03	\$-	Per Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
29	Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform	HCLC0000		Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform	\$-	\$9,236.28	Per Application	Yes	No	Required
30	NBIVR Open Hosted IVR	HION0000		This advanced enhancement provides Open Hosted IVR functionality customer agency control via GUI interface of the development, test and production environment IVR applications. Provides customer the opportunity to utilize internal resources to manage applications while maintaining the scalability, security, and redundancy of Verizon's hosted platform. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	\$0.04	\$-	Per Transaction	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
31	NBIVR IP Hosted Intelligent Contact Routing (HICR)-A	HINA0000		NBIVR IP Hosted Intelligent Contact Routing (HICR) is a comprehensive, managed, network-routing solution that intelligently routes multimedia transactions, such as voice, email, chat, and web collaboration for contact centers. Hosted ICR is based on software from Genesys Telecommunications Laboratories. Hosted ICR employs user-defined business rules, caller characteristics, data requested and provided by the caller, and data retrieved from contact center host computers (HostConnect) within the network. This enhanced functionality is provided by IP HICR IVR Routing to customize call routing capabilities. This feature may require Custom Application development charges. This is a custom application that requires specific	\$-	\$60.82	Per Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				development on a case by case basis as defined by a customer requirement. These services provide for the non-recurring costs associated with the implementation of IP Hosted Intelligent Contact Routing (HICR). NRC will apply on a per occurrence basis.						
32	NBIVR Menu Routing	NMNR0000		NBIVR Menu Routing is an enhancement to allow the caller defined routing based on menu choice. Charged on a per call basis.	\$0.03	\$-	Per Call	Yes	No	Required
33	NBIVR Announce Connect	NCNA0000		Sometimes referred to as "whisper," NBIVR Announce Connect provides a customized message to the called party before the caller is connected. Charged on a per call basis. This is a feature of HICR platform.	\$0.01	\$-	Per Call	Yes	No	Required
34	NBIVR Busy/No Answer Rerouting (BNAR)	NBNR0000		If a call reaches a busy signal or is not answered within a specified number of rings, BNAR automatically reroutes the call to a pre-specified alternate location	\$0.01	\$-	Per Call	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				or to a recording. Charged on a per call basis.						
35	NBIVR Take Back/SIP Refer Transfer	NTRB0000		<p>NBIVR Take Back/SIP Refer Transfer allows the called party to transfer a call to another location</p> <ul style="list-style-type: none"> • Take Back and Transfer (TnT) is an Enhanced Call Routing (ECR) feature that is ordered with the application. • TnT can be invoked either by a person or by a VRU. • Transfers are done with speed dialed numbers in a TnT database. The agent or Voice Response Unit (VRU) enters "*" and predetermined digits. The database is part of TnT with no additional charge. • DTMF can be transferred along with the call. • Charged on a per transaction basis 	\$0.04	\$-	Per Transaction	Yes	No	Required
36	NBIVR Caller Take Back	NTKB0000		NBIVR Caller Take Back allows a caller to return to the ECR menu to make additional call routing selections, or to access	\$0.04	\$-	Per Transaction	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				"hidden" menus not available during the initial selection process. Either the answering agent (GiveBack) or the caller (TakeBack) enters predefined digits (*plus one or two digits) and the caller is returned to the menu. Charged on a per transaction basis. Feature Identifier may require Custom Application Development.						
37	NBIVR Remote Audio Update	NRMA0000		NBIVR Remote Audio Update is an enhancement that allows customers to make real-time (within 15 minutes) updates to their audio messages that callers hear. Using their assigned ID number and password, customers can dial into their application message and modify or review it. A setup charge and monthly recurring charge for access to the service will apply.	\$-	\$76.88	Per Month	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
38	NBIVR Call Router Reports per Package	NCRP0000		NBIVR Call Router Reports per Package enhancement provides for call Router Reports including Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.	\$-	\$576.56	Per Application	Yes	No	Required
39	NBIVR Custom Reports Package - M	NCRM0000		NBIVR Custom Reports Package-M is an advanced custom Reports Package that provides application specific reporting capabilities. Monthly charges may apply on a per application basis.	\$205.00	\$-	Per Hour	Yes	No	Required
40	NBIVR Database Lookups	NDBL0000		NBIVR Database Lookups enhancement provides for additional Database Lookups that is available with the Network Based IVR service	\$0.05	\$-	Per Call	Yes	No	Required
41	NBIVR Standard Database Routing	NSDR0000		NBIVR Standard Database Routing enhancement enables calls to be routed automatically to the appropriate destination. Data fields contain information for use by the	\$0.05	\$-	Per Call	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				call processing application. Examples of data fields are DNIS outdial telephone number, message number, and password. Charged on a per call basis.						
42	NBIVR Network Database Routing	NNDR0000		NBIVR Network Database Routing is similar to Standard Database Routing, but can handle more complex databases. Network Database Routing provides customers with the ability to make real-time updates to their own database records. Using a touchtone phone, customers can add, delete or change application database records such as personal identification numbers, account numbers or zip codes for near real-time changes. Charged on a per call basis.	\$0.05	\$-	Per Call	Yes	No	Required

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43	NBIVR Quota Routing	NBQR0000		NBIVR Quota Routing enhancement provides the customer the ability to self-service manage the number of calls processed within a specified timeframe. Once the maximum number is reached, calls are either re-routed to another specified call center location or a call treatment message or busy signal is given as predetermined by the customer. This service provides for enhanced control over call routing strategies and provides the ability to provide call blocking thresholds when necessary.	\$37.50	\$38.44	Per Number	Yes	No	Required
44	HICR Custom IWD	HICI0000		HICR Custom Intelligent Workload Distribution optimizes the work streams that support your customers. By prioritizing, assigning and monitoring tasks based on business rules and employee skills, it helps you meet customer deadlines while improving efficiency.	\$-	\$24.45	Per Agent	Yes	No	Required

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				<ul style="list-style-type: none"> • Captures 'tasks' from multiple work sources, like workflow, claims or mortgage origination systems • Out-of-the-box adapters for quick integration • Adapters are bi-directional • Define Business SLAs using business rules Intuitive user interface <ul style="list-style-type: none"> • Automatically monitors tasks against SLAs and adjusts to ensure SLA Adherence • Leverages the resource/skill awareness in Genesys • Proactive assignment to right resource (push or pull) • Manage across physical or logical locations – front-office, back-office, home agent, outsourcing partners • Skills and proficiencies of back office team members • Performance of individuals, groups and teams • Task backlog for workforce planning 						

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				<ul style="list-style-type: none"> • Provides valuable insights into business performance • Statistics can be used in Genesys CCPulse+, or existing 3rd party BI tools • Compare against KPIs defined by business users 						
45	HICR Custom WFM	HCMW0000		<p>HICR Custom Workforce Management Solution provides forecasts that are based on actual trends across all channels (Voice, Email, Chat, SMS, Social Media) and work items calculated on both immediate and deferred activities.</p> <p>Schedules with development plans, skills, and training are linked to a single interface for ease of access.</p> <p>Allowing for an unlimited number of hypothetical skill combinations, working rules, and skill prioritization without affecting any current configuration or schedule data, profiles ensure that the right skills are always available.</p>	\$-	\$10.63	Per Agent	Yes	No	Required

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				Schedules, schedule trading, time-off management and real-time adherence data are all available on the web. Provides automated multisite/multi-skill forecasting and intraday schedule re-optimization						
46	HICR Custom Skills Assessor	HCSA0000		HICR Custom Skills Assessor allows companies to use a combination of online tests, self-assessment, and observational feedback to assess the level of agent skills across their contact center. Agent skill levels are stored in a central skills database and can be combined with performance data from legacy systems, for example, CRM sales data, Learning Management System courses.	\$-	\$18.27	Per Agent	Yes	No	Required
47	HICR Advance Integration Connector	HIAI0000		HICR Advance Integration Connector enables the following types of advanced application: <ul style="list-style-type: none"> An advanced agent desktop application which has agent-based interaction 	\$-	\$2.91	Per Agent	Yes	No	Required

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				<p>processing capabilities plus statistics and configuration capabilities associated with the agent and resources (queues, agent groups, etc.) he/she is associated with.</p> <ul style="list-style-type: none"> • Any type of Contact Center Supervisor or manager desktop application. This application can have the following capabilities: <ul style="list-style-type: none"> • Resource (agent, queues) management and definition • Resource monitoring (real-time) • Routing Strategy tuning • Outbound campaign management • A customer/partner application which needs to access or modify (at the desktop) configuration data with the Genesys platform 						
48	Auto Attendant LITE Implementation	ATLN0000		Auto Attendant Lite Implementation provides the implementation for the Auto Attendant LITE service.	\$5,400.00	\$-	Per Ordered Implementation	Yes	No	Required

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49	Auto Attendant LITE Service	ATNL0000		<p>Auto Attendant Lite Service provides the following features to include:</p> <ul style="list-style-type: none"> • Seamless integration with the ACD • Transfer inbound callers without live intervention • Dial-by-name, Dial-by-extension, DNIS or company directory • Bulk upload • Auditing and logging of user and system events • Enhanced website access security • Automatic extension assignment • Out-of-office/unavailable call routing • It is available only in English. • Billed based on the peak number of active users that log in to Auto Attendant during the month. 	\$-	\$5.07	Per User	Yes	No	Required
50	Auto Attendant Standard Implementation	ATNS0000		Auto Attendant Standard Implementation provides the implementation for the Auto Attendant Standard service.	\$5,400.00	\$-	Per Ordered Implementation	Yes	No	Required

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51	Auto Attendant Standard Service	AUAS0000		Auto Attendant Standard Service provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users. Standard Auto Attendant includes all the features of Auto Attendant Lite plus: <ul style="list-style-type: none"> •Voicemail management with multiple options for voicemail access 	\$-	\$7.24	Per User	Yes	No	Required
52	IVR Outbound Calling	ICNC0000		IVR Outbound Calling provides a feature-less SIP Outbound calling exclusively designed for use on the enhanced agent seat.	\$0.01	\$-	Per Minute	Yes	No	Required